To: 1645 - Buffalo Chain (TROMBLP), Rush, Sarah, 1600 - Buffalo Region (BURRELL)
From: 1610 - Buffalo ROU (BRZEZIE)
Posted: 5/22/97 8:32
Opened: 5/22/97 8:32
Subject: FWRD: HP Deskjet 1200C Printers

forwarding the following.....

========== <Forwarded Letter> ==========
From: Marlowe, Bob
To: 1610
Subject: HP Deskjet 1200C Printers
Posted: 05/20/97 21:06
Priority: Normal Priority

ATTENTION ROU'S
This information should be brought to the IMMEDIATE attention of all ROMs, System Coordinators, and anyone else dealing with the HP Deskjet 1200C printers.

The HOTLINE has discovered that when problems occur on the 1200C printers and a technician is dispatched to repair or replace the printers, we are losing memory in the printers. The printers were originally configured with 4 Megabytes of RAM. We are finding some of the replacement printers now only have 2 Megabytes in them. In order to verify the amount of RAM in your printer, take the printer off-line, press and hold the 'SHIFT' button, press the 'TEST' button and then release both buttons. The printer will then proceed to print a test page. About one-third of the way down on the left side of the test page, you will see a line that reads "Total RAM Size:". The correct RAM size should be 4 Megabytes. If your printer reports anything less than 4 Megabytes, please send an e-mail with the current RAM size and printer serial number to Bob Marlowe at the HOTLINE.

The test page should also be printed anytime a technician comes to work on or replace the printer. The technician should be removing the RAM from the defective printer and installing it in the replacement printer.

Your assistance with this process will be greatly appreciated.

Bob Marlowe (AKA - Hotline Bob)

CC: Macleod, Stephen

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